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ABSTRACT

This guide explores using Total Quality Management/Developmental System Education (TQM/DSE) as a framework to improve educational outcomes in the classroom. Within the Total Quality paradigm, students and society are viewed as the customers of education; all programs provided at the school focus on meeting customer needs, resulting in improved student performance, decreases in the dropout rate and incidences of deviant behavior, and a better learning and work environment. The book consists of nine chapters. Chapter 1 discusses the need for change in classroom teaching. Chapter 2 examines restructuring classrooms to focus on quality and the process of beginning to use TQM/DSE. Chapter 3 describes TQM/DSE and how it functions. Chapter 4 discusses curriculum evaluation and discipline issues relating to change in the classroom. Chapter 5 focuses on the attitudes and methods of teachers. Chapter 6 discusses introducing the concept of quality to students, curriculum and policy development, and lesson and unit planning, and includes sample lesson plans. Chapter 7 looks at 12 specific TQM/DSE tools and techniques, including Plan-Do-Check-Act, Vision and Mission Statements, Brainstorming, Critical Success Factors, Ishikawa/Fishbone Diagram (Cause and Effect), Benchmarking, Force Field Analysis, Affinity Diagram, Flow Charting, Pareto/Histogram Diagram, Process Modeling, and Quality Functional Deployment Matrix. Chapter 8 focuses on the role of students in TQM/DSE. Chapter 9 concludes the publication with additional observations on implementing TQM/DSE. (Contains 21 references.) (ND)

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